



For more information contact:
Ms. Hayley Savage
Influent Inc.
565 Metro Place South, Suite 250
Dublin, OH 43017
614.280.1600 (office)
hayley@influentinc.com
www.influentinc.com

For Immediate Release

Influent Expands Account Management Team To Support Client Growth

Dublin, OH; November 4, 2005 --- Influent, a leading provider of outsourced customer sales and service solutions with offices in the U.S., Philippines and Panama, today announced three key account management appointments. Michelle Fogle, Charlotte Gallagher and Vicki Palmisano – all industry veterans with significant account management experience – will play key roles as members of the growing Influent Client Services team.

Working out of corporate headquarters in Dublin OH, Michelle Fogle joins Influent as an account manager. Michelle's strong knowledge of the call center industry comes from 11 years of experience in Client Services, Operations and Fulfillment for teleservices outsourcers Millennium Teleservices and Electronic Data Systems (EDS). Prior to joining Influent, Michelle was a Senior Project Manager at Educational Testing Services.

Also working out of Influent's corporate headquarters as an account manager, Charlotte (Charly) Gallagher has over 20 years of client services experience focusing on operations and vendor management. She came to Influent from teleservices outsourcer OKS Ameridial Worldwide where she handled several key accounts. Throughout her career, she has filled many roles relating to outsourced vendor management and operations. To augment her client management experience, as a PMP certified professional, Charly has demonstrated project management expertise through a globally recognized, rigorous, credentialing program. She joins Influent as an account manager.

Vicki Palmisano joins Influent as an account manager in our Lincoln Nebraska location. She is a 21 year teleservices veteran, who rose through the ranks from call center supervisor to Senior Project Manager, spending the last ten years at APAC Customer Services. Previously, she held positions of increasing responsibility at Wats, SITEL and ITI Marketing Services. The extensive scope of her experience has helped her to build a reputation for strong cross-functional relationships and an ability to grow client programs by exceeding expectations.

"Several new business opportunities have prompted Influent to expand significantly the depth and breadth of our Client Services team," stated Andrew C. Jacobs, President & CEO of Influent. "We expect Michelle, Charly and Vicki to hit the ground running and make an immediate impact for our clients."

About Influent

Influent provides a suite of inbound, outbound, customer care and business process outsourcing solutions to a wide range of *Fortune 500* firms and other industry leading companies. Privately held and based in Dublin, Ohio, Influent has nine company-owned domestic, near shore and offshore customer contact centers employing over 2,000 employees worldwide. To learn more about Influent contact Hayley Savage at 614.280.1600, via email at Hayley@influentinc.com or visit www.influentinc.com.

